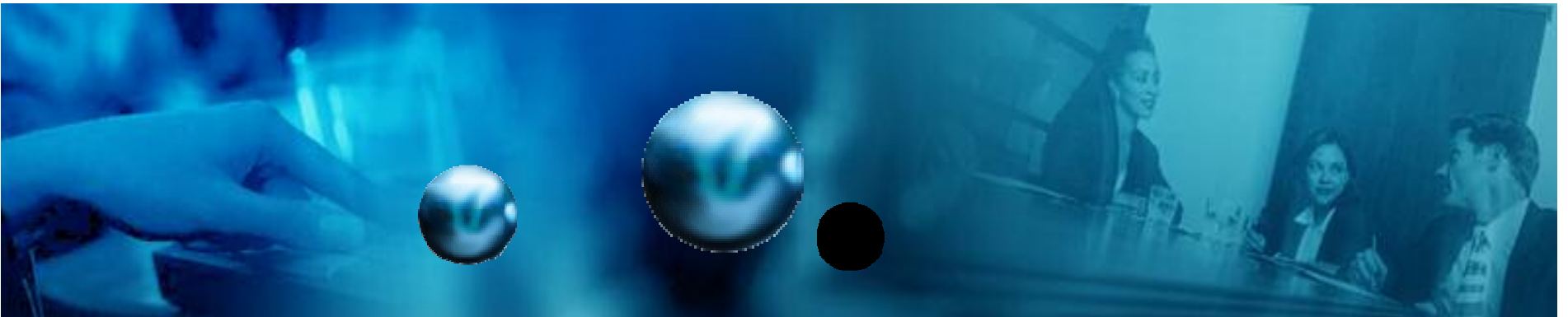


# Technology Services Board



**Meeting**

**March 21, 2007**

**10:00 a.m. - Noon**

P.K. Agarwal, Director



# Agenda

Call to Order

Approve January 16, 2007 Minutes

Chairman's Report

Services Committee Report

Audit Committee Report

Director's Report

Miscellaneous Non-Discussion Items

New Agenda Items

Public Comment



# Approve January 16, 2007 Meeting Minutes





# Chairman's Report

**Clark Kelso**  
**Chief Information Officer**



# Services Committee Report





# Services Committee Report

- **Issues Related to Network Rate Increase**
  - DOF will propose budget adjustments
  - State CIO to address architecture policy of backbone costs
- **Efforts to Benchmark DTS Rates**
  - Report to TSB on network rates in September
  - Benchmarking of other rates will follow





# Services Committee Report

- **State Telecommunications/Network Planning**
  - Services Committee to oversee
  - Facilitated by an expert in the field
  - Business driven and highly collaborative
  - Final approval by full TSB
- **Shared Services Strategic Planning**
  - Delay of one or two quarters to allow DTS to focus on other statewide planning efforts



# Audit Committee Report







# Audit Committee Report

## Annual Financial Audit Report

March 2007





# Audit Committee Report

## Requirements

- G.C. 11537 (a) requires “*The Board shall engage an independent firm of certified public accountants to conduct an annual financial audit of all accounts and transactions of the department.*”
- Macias Gini & O’Connell LLP conducted the audit for the fiscal year ending June 30, 2006.





# Audit Committee Report

## Report Summary

- Independent Auditor's responsibilities
- Management's responsibilities
- Results of financial audit
  - Issued an unqualified opinion
  - No material weaknesses in internal control
  - Eight recommendations to improve internal control and operational effectiveness





# Audit Committee Report

## Eight Recommendations

1. Inventory of Capital Assets
2. Aging of the “Due From Other Funds”
3. Regular Change of Passwords
4. Disaster Recovery Plan





# Audit Committee Report

## **Eight Recommendations (Cont.)**

- 5. Termination Policy and Computer Access**
- 6. Policy for Periodic Reviews**
- 7. Password Protection – Configuration Policy**
- 8. Activity Matrix**





# Audit Committee Report

## Action Item

### Recommendation:

Accept the draft Independent Auditor's Report for Fiscal Year ending June 30, 2006. Upon acceptance, Macias Gini & O'Connell LLP will release the final report.





# Director's Report

**DTS Annual Report**

**State Portal Policy Issues**

**Disaster Preparedness**





# DTS Annual Report

## Metrics

- 5,451,500 Messages Forwarded to Blackberries
- 1,280,000 Tapes Processed
- 110,000 Calls Answered by State Operators
- 278 Terabytes of Disk Storage
- 205,000 Viruses Detected







# DTS Annual Report

## Metrics (Cont.)

- 50,256 Service Desk Calls Received
- 67,868 Jobs Printed on 1,690 Miles of Paper
- Over 1,000 Servers Managed
- 751 Network Devices Installed at Customer Sites
- Over 2,500 Customers Served





# DTS Annual Report

## Major Accomplishments

- Re-hosted CWS/CMS System
- Awarded CALNET II Contracts
- Completed Two Phases of Rate Realignment (\$43 million net reduction)
- Offered Statewide Email Service





# DTS Annual Report

## Major Accomplishments (cont.)

- Created Customer Delivery Division and Account Manager Team
- Offered Server Based Computing Service
- Implemented New Look and Feel for State Portal
  - New Search Engine
  - Webmasters Tool Kit





# DTS Annual Report

## Major Accomplishments (cont.)

- Consolidated DTS Service Desk and Network Support Functions
- Saved \$1.1 Million in Consolidation
- Established Media Chain of Custody





# DTS Annual Report

## Four Areas of Focus

**Customers**

**Employees**

**Financial/  
Efficiency**

**Innovation**





# DT S Annual Report

## Could Have Done Better

- Communication – Internal and External
- Clarify Control Agency/TSB Processes
- Benchmarking
- Hiring and Recruitment





# State Portal Policy

## Improving CA Web Presence

- Public expectations for all services to be on the web
- CA lags behind other states (#31)
- Governor's Broadband Executive Order
- Fixed costs supported by \$3.6 million "Internet tax"
  - DTS will bill for \$2.9 million in 06-07





# State Portal Policy

## What is a Portal?

- User Interface
  - A “doorway” to the Internet
  - The first Web site a user will find or use
  - Offers a wide variety of resources, services and links







# State Portal Policy

## What is a Portal? (cont.)

- **Software Package/Tool**
  - Infrastructure that provides access to, and interaction with, relevant information/content, applications and business processes

Source: Gartner Research





# State Portal Policy

## Three Kinds of Web Presence

- Informational
  - Policies, procedures, news, forms, etc.
- Transactional Services
  - Licensing, tax, filing, reservations, payments
  - Internal services
- Transparency and Public Participation
  - Webcasting





# State Portal Policy

## Next Steps

- Leverage existing state resources with those from private sector
- Continue to refresh the current portal infrastructure
  - Upgrade tools, technologies and software
- Streamline policies and procedures for development of online presence





# State Portal Policy

## The Commitment

- Continue sharing of fixed costs
- Adopt standards defined through the procurement process
  - Some standards may also be adopted via DMV's Portal efforts
- Interest in using the services
  - DCA, BOE and DHS





# State Portal Policy

## Action Item

### Recommendation:

- Approve concepts for Portal service offering
- Require DTS to provide TSB with an updated funding strategy prior to signing a contract
- Direct DTS to work with control agencies to streamline development of online services





# Disaster Preparedness

## Strategy Approved By TSB September 2006

- **Phase I: Mainframe Services**
  - Included in base service
- **Phase II: Open Systems Services**
  - Tiered services





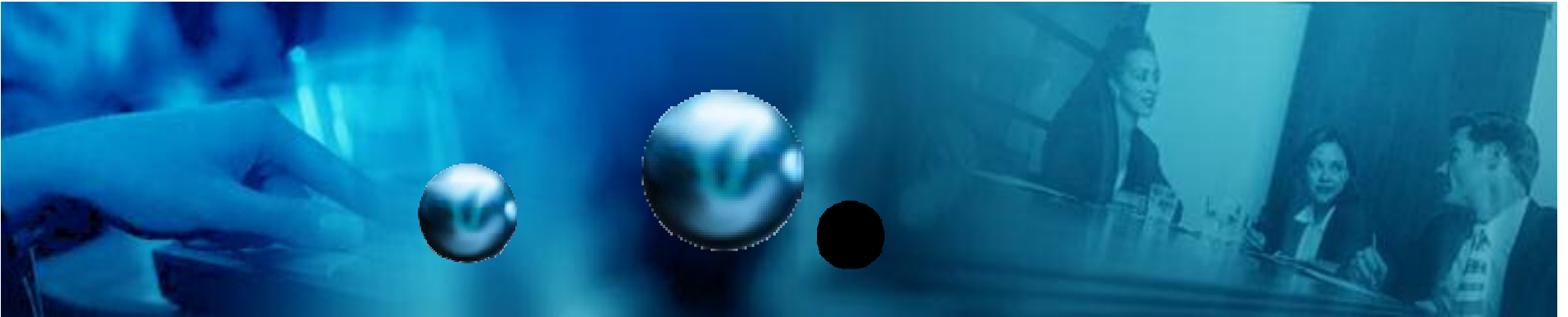
# Disaster Preparedness

## Phase I Implementation Plan

- \$13.4 million in new costs over 5 years
- Costs will be offset against future rate reductions
  - Approximately 2% upward pressure on mainframe rates
- Transferable to new data center facility



# Miscellaneous Non-Discussion Items





# New Agenda Items



# Public Comment



# Meeting Adjournment



**Next Meeting  
June 29, 2007**